

Flowchart for Customer Grievance Redressal

STEP 1

In case of any grievance related to service of the Bank

- You may please contact Branch Manager/
- You may contact Regional Office/
- You may launch complaint in the Bank's website (<https://tngb.bank.in/>) under "Grievance Redressal"

Contact details link: <https://tngb.bank.in/contact>

STEP 2

In case the complaint is not resolved within a period of 10 working days or the decision is not satisfactory, you may write to or contact us at,

Principal Nodal Officer,
General Manager -Admin,
Tamil Nadu Grama Bank, Head Office,
No.6, Yercaud Road, Hasthampatti, Salem – 636 007
Email: gm@tngb.bank.in
Ph: 0427 2522 900

STEP 3

In case the grievance is not resolved within 30 days from the date of registration with Bank or you are not satisfied with the resolution offered by the Bank,

You may kindly take recourse to 'The Reserve Bank - Integrated Ombudsman Scheme, 2021'.

Website: <https://cms.rbi.org.in/cms/indexpage.html#eng>

Address:

Banking Ombudsman
C/o Reserve Bank of India
Fort Glacis, Chennai 600 001
STD Code: 044
Tel No. 25395964